

Frequently asked questions about the Dell Multi-state Settlement

Who is eligible for restitution under the Dell multi-state settlement?

Anyone who bought Dell goods or services between April 1, 2005 and April 13, 2009 **AND** experienced one or more of the following **may** be eligible for restitution:

- a problem with a Dell financing offer or promotion
- a problem with a Dell rebate
- a problem with Dell financing
- a problem with a Dell repair, warranty or servicing. For example:
 - warranty service that Dell did not perform as promised
 - problems with an extended warranty
 - next-business-day service that was not provided as promised

You must have suffered a **verifiable** out-of-pocket (monetary) loss.

The Office of Consumer Protection will still collect contact information for consumers who have a problem that does not fall into any of the above categories.

How will I know if I'm eligible?

The Office of Consumer Protection will review your complaint and let you know by letter if you are eligible for the settlement. If you are not, and we think you may have complaint that can be pursued through our normal complaint process, we will inform you of that in the letter.

If you are eligible you will be mailed a check once all claims have been received and evaluated.

When will I get my check?

Complaints must be submitted to the Office of Consumer Protection by **April 13, 2009**. Dell then has until **June 22, 2009** to mail the checks to eligible claimants.

I no longer have any invoices statements or documents relating to my problems or purchase. Can I still file a claim?

No, you must be able to provide verifiable evidence of the problem.

I already filed a complaint with your office against Dell. Do I need to also file a claim?

Yes. Even if you have already filed a complaint against Dell with the Office of Consumer Protection, you must contact us again to file a complaint indicating that you believe you are eligible for restitution under the settlement.

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